



**NJC Job Evaluation Technical
Working Group**

**UNISON CRAFT WORKERS
CONSULTATION**

National Joint Council for Local Government Services

Employers' Secretary:
Sarah Messenger

Trade Union Secretaries
Fiona Farmer, Unite
Brian Strutton, GMB
Heather Wakefield, UNISON

Address for correspondence:
Local Government House
Smith Square
London SW1P 3HZ
Tel: 020 7187 7373
info@local.gov.uk

Address for correspondence:
UNISON Centre
130 Euston Road
London NW1 2AY
Tel: 0800 0857857
localgovernment@unison.co.uk

**To: Chief Executives in England, Wales & N Ireland
(with copies for HR Director & Finance Director)
Members of the National Joint Council
Provincial / Associated Joint Secretaries
Local Authority Associations' Secretaries**

27 February 2015

Dear Chief Executive,

NJC JOB EVALUATION SCHEME CONSULTATION: DRAFT CRAFTWORKER MODEL ROLE PROFILES

1. Introduction

- 1.1 You will recall that in July 2013 the NJC produced model role profiles for school support staff jobs. As the next step in its work the NJC's Job Evaluation Technical Working Group (JETWG) has now produced **draft** benchmark job profiles for local authority Craft & Associated employees ("Craftworkers") along with moderated job evaluation scores. The draft profiles are intended to model typical jobs and role designs in order to help employers ensure that Craftworker jobs are appropriately graded and remunerated; however, the profiles are not intended to replace existing job descriptions. Put simply, the role profiles are intended to help employers measure the size and complexity of jobs at different levels and to take account of all different types of Craftworker roles.
- 1.2 The NJC now wishes to consult local parties for their views on the attached draft profiles. We are particularly interested in hearing from those councils where Craftworkers have not undergone job evaluation (including if the exercise is still underway) and from those councils where a pay and grading review that included Craftworkers has been completed.
- 1.3 When issued, the status of the Craftworker profiles will be advisory rather than prescriptive. Some jobs are not specific to every council; JETWG has concentrated its resources on evaluating 14 of the most common types of Craftworker jobs.

- 1.4 Most of the roles have been categorised as 'Newly Qualified', 'Experienced' and 'Chargehand' in order to reflect the different skills and responsibilities required at each stage of a Craftworker's career.
- 1.5 The roles evaluated by JETWG are:
- Bricklayer
 - Electrician
 - Glazier
 - Joiner / Carpenter
 - Labourer
 - Labourer / Driver
 - Mechanical Fitter
 - Painter Decorator
 - Paviour
 - Plasterer
 - Plumber
 - Plumber Heating Engineer
 - Roofer
 - Team Leader
- 1.6 The draft profiles have been developed to help users of the NJC job evaluation scheme to achieve consistency, transparency and fairness in:
- Benchmarking Craftworker roles that have not undergone job evaluation
 - Helping employers who are reorganising Craftworker services or dealing with grading queries and appeals
 - Assisting employers in developing roles that fit local circumstances and ensure that they are evaluated correctly
 - Illustrating career pathways for Craftworkers
- 1.7 We would welcome your views specifically in respect of the job-specific qualifications (to ensure that our profiles reflect the real world) and organisational structures (the Newly Qualified, Experienced, Chargehand hierarchy), and on whether any important Craftworker roles have been omitted from the exercise.
- 1.8 Please send your comments (**to arrive by Friday 27 March**) to the National Employers at harry.honor@local.gov.uk and to the NJC Unions at k.dickson@unison.co.uk

Yours sincerely,



Sarah Messenger



Fiona Farmer



Brian Strutton



Heather Wakefield

Joint Secretaries

Profile	Level	K	MS	IS	PS	Init	PD	MD	ED	People Well-Being	Supvsn	FR	PR	WC	Total Score	Min
Bricklayer	Chargehand	4	3	3	3	4	3	2	1	2	2/3	1/2	3	3/4	443	479
Bricklayer	Experienced	4	3	3	3	3	3	2	1	2	1/2	1	3	3/4	417	440
Bricklayer	Newly Qualified	3	2	2	3	2	3	2	1	2	1	1	3	3/4	358	368
Driver Labourer		2	1	1	2/3/4	1	3/4	2	1	2	1	1	2/3	3/4	273	332
Electrician	Chargehand	5	4	3	4	4	2/3	3	1	2	2/3	1/2	3	3	489	525
Electrician	Experienced	5	4	3	4	3	2/3	3	1	2	1/2	1	3	3	463	486
Electrician	Newly Qualified	4	3	2	4	2/3	2/3	3	1	2	1	1	3	3	404	427
Glazier	Chargehand	3	3	3	3	4	3	2	1	2	2/3	1/2	3	3/4	423	459
Glazier	Experienced	2	2	2	3	2	3	2	1	2	1	1	3	3/4	338	348
Glazier.	Newly Qualified	3	3	3	3	3	3	2	1	2	1/2	1	3	3/4	397	420
Joiner/Carpenter	Chargehand	4	3	3	3	4	3	2	1	2	2/3	1/2	3	3	443	469
Joiner/Carpenter	Experienced	4	3	3	3	3	3	2	1	2	1/2	1	3	3	417	430
Joiner/Carpenter	Newly Qualified	3	2	2	3	2	3	2	1	2	1	1	3	3	358	358
Labourer	Newly Qualified	2	1	1	2	1	3/4	2	1	2	1	1	2	3/4	273	293
Labourer, Semi-Skilled	Experienced	2	2	1	2	2	3/4	2	1	2	1	1	3	3/4	312	332
Mechanical Fitter	Chargehand	4	3	3	4	4	3	2	1	2	2/3	1/2	3	3	456	482
Mechanical Fitter	Experienced	4	3	3	4	3	3	2	1	2	1/2	1	3	3	430	443
Mechanical Fitter	Newly Qualified	3	2	2	4	2	3	2	1	2	1	1	3	3	371	371
Painter Decorator	Chargehand	3	3	3	3	4	3	3	1	2	2/3	1/2	3	3/4	433	469
Painter Decorator	Experienced	3	3	3	3	3	3	3	1	2	1/2	1	3	3/4	407	430
Painter Decorator	Newly Qualified	2	2	2	3	2	3	3	1	2	1	1	3	3/4	348	358
Paviour	Chargehand	3	3	3	3	4	3/4	3	1	2	2/3	1/2	3	4	443	479
Paviour	Experienced	3	3	3	3	3	3/4	3	1	2	1/2	1	3	4	417	440
Paviour	Newly Qualified	2	2	2	3	2	3/4	3	1	2	1	1	3	4	358	368
Plasterer	Chargehand	3	3	3	3	4	3	3	1	2	2/3	1/2	3	3/4	433	469
Plasterer	Experienced	3	3	3	3	3	3	3	1	2	1/2	1	3	3/4	407	430
Plasterer	Newly Qualified	2	2	2	3	2	3	3	1	2	1	1	3	3/4	348	358
Plumber Heating Engineer	Chargehand	5	4	3	4	4	2/3	3	1	2	2/3	1/2	3	3	489	525
Plumber Heating Engineer	Experienced	5	4	3	4	3	2/3	3	1	2	1/2	1	3	3	463	486
Plumber	Chargehand	4	3	3	3	4	2/3	2	1	2	2/3	1/2	3	3	433	469
Plumber	Experienced	4	3	3	3	3	2/3	2	1	2	1/2	1	3	3	407	430
Plumber	Newly Qualified	3	2	2	3	2	2/3	2	1	2	1	1	3	3	348	358
Roofer	Chargehand	3	3	3	3	4	3	2	1	2	2/3	1/2	3	3/4	423	459
Roofer	Experienced	3	3	3	3	3	3	2	1	2	1/2	1	3	3/4	397	420
Roofer	Newly Qualified	2	2	2	3	2	3	2	1	2	1	1	3	3/4	338	348
Team Leader	Team Leader	5	4	4	2	5	1	4	1	2	4	2/3	3/4	2	505	541

Job Title
Job Statement

Bricklayer Chargehand

Day to day supervision of a defined team, including allocation of work
To provide a quality maintenance and improvement service
May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical and procedural knowledge across technical or specialist area	Knowledge of a broad range of bricklaying techniques, tools and building regulations acquired through qualification and/or experience and practice equivalent to NVQ 3 level; plus additional technical experience equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, bricklayers, work placements.
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery; skills for laying bricks
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	3b	30	Periodic requirements for high physical effort	Carry heavy items such as bricks and cement
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of buildings, may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		443/479		

Job Title
Job Statement

Bricklayer Experienced

To provide a quality maintenance and improvement service

May supervise other staff

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical and procedural knowledge across technical or specialist area	Knowledge of a broad range of bricklaying techniques, tools and building regulations acquired through qualification and/or experience and practice equivalent to NVQ 3 level; plus additional technical experience equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; Training /motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified bricklayers, work placements
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery; skills for laying bricks
Initiative and Independence	3	39	Work within recognised procedures; respond independently to unexpected problems and situations.	Use initiative to resolve problems independently.
Physical Demands	3b	30	Periodic requirements for high physical effort	Carry heavy items such as bricks and cement
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified bricklayers or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		417/440		

Job Title Bricklayer, Newly Qualified
Job Statement To carry out appropriate building installations
To maintain and repair properties

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of bricklaying techniques and tools and building regulations including ability to read plans acquired through qualification and/or experience or practice to NVQ3 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Identify safety issues; interpret plans
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery; skills for laying bricks
Initiative and Independence	2	26	Working from instructions, but making minor decisions using initiative; problems referred to supervisor/ manager, little close supervision	Work from plans or instructions; resolve straightforward problems within standardised work practices and procedures
Physical Demands	3b	30	Some physical demand with periodic requirements for high physical effort	Carry heavy items such as bricks and cement
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		358/368		

Job Title **Labourer/Driver**

Job Statement To undertake general labouring duties

To provide assistance to tradespeople in the provision of building maintenance

To transport materials

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	2	40	Knowledge of procedures for a range of tasks and operation of associated tools and equipment	Knowledge for the operation of vehicles, tools and equipment and health and safety regulations; induction
Mental Skills	1	13	Straightforward solutions to simple problems	Work to clearly defined instructions
Interpersonal Skills	1	13	Exchanging straightforward information with work colleagues	Communicate with tradespeople
Physical Skills	2/3/4	26/39/52	Some/considerable/high demand for precision	Use of equipment in undertaking general labouring duties; driving skills for van/high sided vehicle/LGV or equivalent
Initiative and Independence	1	13	Following instructions; minimal personal initiative	Work set by others
Physical Demands	3b/4b	30/40	Periodic requirements for high physical effort/periodic very high physical effort	Carry heavy items such as building and waste materials
Mental Demands	2ad	20	Medium period of concentrated sensory attention	Concentration for carrying out required tasks
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	2bce/3c	26/39	Some direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent; day to day maintenance of equipment or premises	Cleaning and maintenance tasks; responsible for the driving and maintenance of a vehicle/large vehicle
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		273/332		

Job Title Electrician Chargehand**Job Statement**

Day to day supervision of a defined team, including allocation of work

To undertake electrical installations, repairs and testing to include Periodic Testing and Inspection and up to date Edition (IET) Wiring Regulations

To carry out all diagnostic and/or pre-measuring of work

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	5	100	Theoretical plus practical and procedural knowledge in specialist area	Knowledge of electrical specialist areas, acquired through qualification and/or experience or practice plus additional technical experience and qualification in periodic testing and inspection and up to date wiring regulations equivalent to NVQ5 level
Mental Skills	4	52	Analyse and interpret complex information or situations and solve difficult problems or develop solutions/plans over the medium term	Assess plan jobs. Identify and resolve complex problems, requiring diagnostic investigations to identify solutions to faults that are not readily apparent. This will require assessment and elimination of a number of potential sources in order to resolve the problem.
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, electricians, work placements.
Physical Skills	4b	52	High demands for precision	Operate powered hand tools, fine screwdrivers/wire-cutters in confined spaces; use of testing and setting equipment. May calibrate equipment
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	2b/3b	20/30	Periodic requirement for considerable physical effort; awkward positions/very awkward positions	Work in constrained and awkward positions in confined spaces
Mental Demands	3c	30	Medium periods of concentrated mental attention; some work related pressure - deadlines	Concentration for carrying out detailed and precise tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Electrical maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to unpleasant working conditions such as dirt, dust; use of tools and equipment; working in hazardous situations
Total		489/525		

Job Title Electrician Experienced

Job Statement To undertake electrical installations, repairs and testing to include Periodic Testing and Inspection and up to date Edition (IET) Wiring Regulations
 To carry out all diagnostic and/or pre-measuring of work
 May supervise staff
 May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	5	100	Theoretical plus practical and procedural knowledge in specialist area	Knowledge of electrical specialist areas, acquired through qualification and/or experience or practice plus additional technical experience and qualification in periodic testing and inspection and up to date wiring regulations to NVQ5 level
Mental Skills	4	52	Analyse and interpret complex information or situations and solve difficult problems or develop solutions/plans over the medium term	Assess and plan jobs. Identify and resolve complex problems, requiring diagnostic investigations to identify solutions to faults that are not readily apparent. This will require assessment and elimination of a number of potential sources in order to resolve the problem.
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; Training /motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; May provide practical training/mentoring of apprentices, newly qualified electricians, work placements
Physical Skills	4b	52	High demand for precision	Operate fine hand tools and equipment in a confined space; use of testing and setting equipment; very high levels of accuracy required
Initiative and Independence	3	39	Work within recognised procedures; respond independently to unexpected problems and situations.	Use initiative to resolve problems independently
Physical Demands	2b/3b	20/30	Periodic requirement for considerable physical effort; awkward positions/very awkward positions	Work in constrained and awkward positions in confined spaces
Mental Demands	3c	30	Medium periods of concentrated mental attention; some work related pressure - deadlines	Concentration for carrying out detailed and precise tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction co-ordination or training of other employees/Some direct responsibility for supervision, direction co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified electricians or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Electrical maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to unpleasant working conditions such as dirt, dust; use of tools and equipment; working in hazardous situations
Total		463/486		

Job Title Electrician Newly Qualified**Job Statement** To undertake electrical installations, repairs and testing to include Periodic Testing and Inspection and up to date Edition (IET) Wiring Regulations

To carry out all diagnostic and/or pre-measuring of work

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical or procedural knowledge across a technical or specialist area	Knowledge of electrical specialist areas, acquired through qualification and/or experience or practice equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Interpret wiring plans; resolve a range of electrical problems
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	4b	52	High demand for precision	Operate powered hand tools, fine screwdrivers/wire-cutters in confined spaces; use of testing and setting equipment. May calibrate equipment
Initiative and Independence	2/3	26/39	Working from instructions, but making minor decisions using initiative; problems referred to supervisor/ manager, little close supervision/Work within recognised procedures; respond independently to unexpected problems and situations.	Work from plans or instructions; resolve straightforward problems within standardised work practices and procedures/Use initiative to resolve problems independently
Physical Demands	2b/3b	20/30	Periodic requirement for considerable physical effort; awkward positions/very awkward positions	Work in constrained and awkward positions in confined spaces
Mental Demands	3c	30	Medium periods of concentrated mental attention; some work related pressure - deadlines	Concentration for carrying out detailed and precise tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Electrical maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to unpleasant working conditions such as dirt, dust; use of tools and equipment; working in hazardous situations
Total		404/427		

Job Title Glazier, Chargehand**Job Statement**

Day to day supervision of a defined team, including allocation of work

To carry out a glazing installation, repairs, maintenance and adaptation service

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of glazing techniques acquired through qualification and/or experience or practice equivalent to NVQ Level 3
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short time	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicates with clients/customers, suppliers and others on operational issues; train/mentor apprentices, painter decorators, work placements.
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for glazing tasks; use of glass cutters
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	3a	30	Ongoing considerable physical effort	Lifting double glazed units, stretching to install windows; working in awkward positions
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for installation, working to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a glazing service to clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Provision of a glazing and maintenance service for a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		423/459		

Job Title Glazier, Experienced

Job Statement To carry out a glazing installation, repairs, maintenance and adaptation service

May supervise other staff

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of glazing techniques acquired through qualification and/or experience or practice to NVQ 3 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short time	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; Training /motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified glaziers, work placements
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for glazing tasks; use of glass cutters
Initiative and Independence	3	39	Work within recognised procedures; respond independently to unexpected problems and situations	Use initiative to resolve problems independently
Physical Demands	3a	30	Ongoing considerable physical effort	Lifting double glazed units, stretching to install windows; working in awkward positions
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for installation process, working to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a glazing service to clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified glaziers or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Provision of a glazing and maintenance service for a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		397/420		

Job Title Glazier, Newly Qualified

Job Statement To carry out a glazing installation, repairs, maintenance and adaptation service

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	2	40	Knowledge of procedures for a range of tasks and the operation of associated tools and equipment	Knowledge of a range of glazing techniques acquired through qualification and/or experience to NVQ 2 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Decisions on glazing installations
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for glazing tasks; use of glass cutters
Initiative and Independence	2	26	Work from instructions, but making minor decisions using initiative	Work from plans or instructions; resolve straightforward problems within standard operating procedures
Physical Demands	3a	30	Ongoing considerable physical effort	Lifting double glazed units, stretching to install windows; working in awkward positions
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for installation, working to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a glazing service to clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Provision of a glazing and maintenance service for a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		338/348		

Job Title
Job Statement

Joiner Carpenter Chargehand

Day to day supervision of a defined team, including allocation of work
To carry out the full range of joinery/carpentry tasks including repair, installation, maintenance and adaptations
May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical and procedural knowledge across technical or specialist area	Knowledge of a broad range of joinery and carpentry techniques, tools and building regulations acquired through qualification and/or experience and practice equivalent to NVQ 3 level; plus additional technical experience equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, joiners/carpenters, work placements/
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery. Use of a range of manual tools such as handsaws, planes, and chisels
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	3b	30	Periodic requirements for high physical effort	Carry tools, equipment to include heavy items such as doors and timber. Short periods of repetitive tasks, such as sawing timber.
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines; interruptions to deal with operational issues.
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of buildings, security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment; some exposure to dust
Total		443/469		

Job Title
Job Statement

Joiner Carpenter Experienced

To carry out the full range of joinery/carpentry tasks including repair, installation, maintenance and adaptations
May supervise other staff
May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical and procedural knowledge across technical or specialist area	Knowledge of a broad range of joinery and carpentry techniques, tools and building regulations acquired through qualification and/or experience and practice equivalent to NVQ 3 level; plus additional technical experience equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; training/motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified joiners, work placements
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery. Use of a range of manual tools such as handsaws, planes, and chisels
Initiative and Independence	3	39	Work within recognised procedures; respond independently to unexpected problems and situations.	Use initiative to resolve problems independently.
Physical Demands	3ba	30	Periodic requirements for high physical effort/ongoing considerable physical effort	Carry tools, equipment to include heavy items such as doors and timber; short periods of repetitive tasks, such as sawing timber.
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified joiners or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of buildings, may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment; some exposure to dust
Total		417/430		

Job Title Joiner/Carpenter, Newly Qualified

Job Statement To carry out appropriate joinery/carpentry tasks including repair, installation, maintenance and adaptations

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of task, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of joinery/carpentry techniques and tools and building regulations including ability to read plans acquired through qualification and/or experience or practice equivalent to NVQ3 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Identify safety issues; interpret plans
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery. Use of a range of manual tools such as handsaws, planes, and chisels
Initiative and Independence	2	26	Work from instructions, but making minor decisions using initiative; problems referred to supervisor/ manager, little close supervision	Work from plans or instructions; resolve straightforward problems within standardised work practices and procedures
Physical Demands	3ba	30	Some physical demand with periodic requirements for high physical effort/ongoing considerable physical effort	Carry tools, equipment to include heavy items such as doors and timber; short periods of repetitive tasks, such as sawing timber.
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment; some exposure to dust
Total		358		

Job Title **Labourer**

Job Statement To undertake general labouring duties
To provide assistance to tradespeople in the provision of building maintenance

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	1	20	Knowledge of procedures for a limited number of tasks and operation of associated tools and equipment	Knowledge for the operation of basic tools and equipment and health and safety regulations; induction
Mental Skills	1	13	Straightforward solutions to simple problems	Work to clearly defined instructions
Interpersonal Skills	1	13	Exchanging straightforward information with work colleagues	Communicate with tradespeople
Physical Skills	2	26	Some demand for precision	Use of equipment in undertaking general labouring duties
Initiative and Independence	1	13	Following instructions; minimal personal initiative	Work set by others
Physical Demands	3b/4b	30/40	Periodic requirements for high physical effort/periodic very high physical effort	Carry heavy items such as building and waste materials
Mental Demands	2ad	20	Medium period of concentrated sensory attention	Concentration for carrying out required tasks
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	2bce	26	Some direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent; day to day maintenance of equipment or premises	Assist tradespeople in cleaning and maintenance tasks
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment
Total		253/273		

Job Title **Labourer, Semi Skilled**

Job Statement To undertake minor repairs, maintenance and building works within a specified range of tasks, which could include flagging, fencing, guttering

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	2	40	Knowledge of procedures for a range of tasks and the operation of associated tools and equipment	Knowledge for the operation of tools and equipment and health and safety regulations, acquired through on the job training, induction
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Assess and resolve minor repair problems
Interpersonal Skills	1	13	Exchanging straightforward information with work colleagues	Communicate with trades people
Physical Skills	2	26	Some demand for precision	Use of equipment in undertaking general labouring duties
Initiative and Independence	2	26	Working from instructions, but making minor decisions using initiative; problems referred to supervisor/ manager; little close supervision	Determine job requirements within agreed guidelines; supervisor available for advice
Physical Demands	3b/4b	30/40	Periodic requirements for high physical effort/Periodic requirements for very high physical effort	Carry heavy items such as building and waste materials
Mental Demands	2ad	20	Medium period of concentrated sensory attention; some work-related pressure – deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Responsible for the safe use and transportation of power tools and equipment; property maintenance
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to all adverse weather conditions; use of tools and equipment
Total		312/332		

Job Title Mechanical/Vehicle Fitter Chargehand**Job Statement** Day to day supervision of a defined team, including allocation of work

Carry out a wide range of mechanical repairs and maintenance to vehicles, plant, installations and systems

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical and procedural knowledge across technical or specialist area	Knowledge of a broad range of mechanical procedures acquired through qualification and/or experience and practice equivalent to NVQ 3 level; plus additional technical experience equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, bricklayers, work placements.
Physical Skills	4b	52	High demand for precision	Operate fine hand tools and equipment in a confined space; use of testing and setting equipment; very high levels of accuracy required
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team; take decisions independently.
Physical Demands	3b	30	Periodic requirement for considerable physical effort very awkward positions	Work in constrained and awkward positions, when carrying out repairs to vehicles/machinery
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Ensure the health and safety of customers and clients through the maintenance of plant and vehicles
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of plant and vehicles; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to dirt, noise, dust, chemicals, welding equipment; some exposure to outside weather conditions
Total		456/482		

Job Title Mechanical/Vehicle Fitter Experienced

Job Statement Carry out a wide range of mechanical repairs and maintenance to vehicles, plant, installations and systems
 May supervise other staff
 May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical and procedural knowledge across technical or specialist area	Knowledge of a range of mechanical procedures acquired through qualification and/or experience and practice equivalent to NVQ 3 level; plus additional technical experience equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; Training /motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified fitters, work placements
Physical Skills	4b	52	High demand for precision	Operate fine hand tools and equipment in a confined space; use of testing and setting equipment; very high levels of accuracy required
Initiative and Independence	3	39	Work within recognised procedures; may respond independently to unexpected problems and situations.	Use initiative to resolve problems independently
Physical Demands	3b	30	Periodic requirement for considerable physical effort very awkward positions	Work in constrained and awkward positions, when carrying out repairs to vehicles/machinery
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Ensure the health and safety of customers and clients through the maintenance of plant and vehicles
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified mechanical fitters or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of plant and vehicles; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to dirt, noise, dust, chemicals, welding equipment; some exposure to outside weather conditions
Total		430/443		

Job Title Mechanical/Vehicle Fitter Newly Qualified

Job Statement Carry out mechanical repairs and maintenance to vehicles, plant, installations and systems

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of mechanical procedures acquired through qualification and/or experience or practice equivalent to NVQ3 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Take decisions within set parameters; interpret job instructions
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with a range of suppliers, customers and staff
Physical Skills	4b	52	High demand for precision	Operate fine hand tools and equipment in a confined space; use of testing and setting equipment; very high levels of accuracy required
Initiative and Independence	2	26	Working from instructions, but making minor decisions using initiative	Work from plans or instructions; resolve straightforward problems within standardised work practices and procedures.
Physical Demands	3b	30	Periodic requirement for considerable physical effort very awkward positions	Work in constrained and awkward positions, when carrying out repairs to vehicles/machinery
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Ensure the health and safety of customers and clients through the maintenance of plant and vehicles
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of plant and vehicles; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to dirt, noise, dust, chemicals, welding equipment; some exposure to outside weather conditions
Total		371		

Job Title Painter Decorator Chargehand**Job Statement**

Day to day supervision of a defined team, including allocation of work

To carry out painting and decorating tasks, using brushes and rollers

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of painting and decorating techniques acquired through qualification and/or experience or practice equivalent to NVQ 3 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short time	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, painter decorators, work placements/
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for painting and decorating tasks
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	3a	30	Ongoing considerable physical effort	Painting walls or doors with a brush or roller, requiring repetitive movements and stretching
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for painting for lengthy periods to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a painting and decorating service to clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Painting and decorating of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment ; exposure to fumes
Total		433/469		

Job Title Painter Decorator, Experienced**Job Statement** To carry out painting and decorating tasks, using brushes and rollers

May supervise other staff

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of task, some of which relatively complex and of operation of associated tools and equipment	Knowledge of a range of painting and decorating techniques acquired through qualification and/or experience or practice equivalent to NVQ Level 3
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short time	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; Training /motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified painter/decorators work placements
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for painting and decorating tasks
Initiative and Independence	3	39	Work within recognised procedures; respond independently to unexpected problems and situations	Use initiative to resolve problems independently
Physical Demands	3a	30	Ongoing considerable physical effort	Painting walls or doors with a brush or roller, requiring repetitive movements and stretching
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for painting for lengthy periods to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a painting and decorating service to clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified painters or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Painting and decorating of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment ; exposure to fumes
Total		407/430		

Job Title Painter Decorator, Newly Qualified

Job Statement To carry out painting and decorating tasks, using brushes and rollers

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	2	40	Knowledge of procedures for a range of tasks and the operation of associated tools and equipment	Knowledge of a range of painting and decorating techniques acquired through qualification and/or experience or practice equivalent to NVQ2 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Decisions on preparation and paint finish
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for painting and decorating tasks
Initiative and Independence	2	26	Work from instructions, but making minor decisions using initiative	Work from plans or instructions; resolve straightforward problems within standard operating procedures
Physical Demands	3a	30	Ongoing considerable physical effort	Paint walls or doors with a brush or roller, requiring repetitive movements and stretching
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for painting for lengthy periods to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a painting and decorating service to clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Painting and decorating of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment; exposure to fumes
Total		348/358		

Job Title Paviour Chargehand

Job Statement Day to day supervision of a defined team, including allocation of work
To undertake paving and other operations connected with the maintenance and construction of roads, street lighting and footpaths

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some relatively complex and of the operation of associated tools and equipment	Knowledge of the range of highways tasks required for highway maintenance and construction, including statutory regulations, acquired through qualification and/or experience or practice and technical experience in a civil engineering environment equivalent to NVQ3 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Interpret plans and drawings; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, paviours, work placements
Physical Skills	3b	39	Considerable demand for precision	Operate power tools, including circular saws, wacker plates and angle grinders; accuracy required
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	3b/4ab	30/40	Periodic requirements for high/very high physical effort	Carry very heavy items with the use of mechanical aids/Positioning/manoeuvring heavy paving stones; manual digging
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines; awareness of traffic and underground services hazards
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance and repair of external locations; may be responsible for the security of tools and equipment
Working Conditions	4	40	High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposed to adverse weather conditions; use of tools and equipment
Total		443/479		

Job Title Paviour, Experienced**Job Statement** To undertake paving and other operations connected with the maintenance and construction of roads, street lighting and footpaths

May supervise other staff

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some of which relatively complex and of operation of associated tools and equipment	Knowledge of the range of highways tasks required for highway maintenance and construction, including statutory regulations, acquired through qualification and/or experience or practice and technical experience in a civil engineering environment equivalent to NVQ3 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Interpret plans and drawings; resolve more complex problems
Interpersonal Skills	3bd	39	Advisory, guiding, negotiating or persuasive skills; Training/motivational skills in relation to other members of staff	Advice, guidance and instructions to other staff including apprentices, roadworkers and contractors, ensuring work is carried out in accordance with instructions; may train or mentor apprentices, roadworkers, work placements
Physical Skills	3b	39	Considerable demand for precision	Operate power tools, including circular saws, wacker plates and angle grinders; accuracy required
Initiative and Independence	3	39	Work within recognised procedures,; e respond independently to unexpected problems and situations	Use initiative to resolve problems independently
Physical Demands	3b/4ab	30/40	Periodic requirements for high/very high physical effort	Carry very heavy items with the use of mechanical aids/Positioning/manoeuvring heavy paving stones; manual digging
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines; awareness of traffic and underground services hazards
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, roadworkers, contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance and repair of external locations; may be responsible for the security of tools and equipment
Working Conditions	4	40	High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposed to adverse weather conditions; use of tools and equipment
Total		417/440		

Job Title
Job Statement
footpaths

Paviour, Newly Qualified

To undertake paving and other operations connected with the maintenance and construction of roads, street lighting and

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	2	40	Knowledge of procedures for a range of tasks and the operation of associated equipment and tools	Knowledge of a range paving techniques acquired through qualification and/or experience or practice equivalent to NVQ2 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Take decisions within set parameters
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required	Liaise with contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Operate power tools, including circular saws, wacker plates and angle grinders; accuracy required
Initiative and Independence	2	26	Work from instructions, but making minor decisions using initiative	Work from plans or instructions; resolve straightforward problems within standardised work practices and procedures.
Physical Demands	3b/4ab	30/40	Periodic requirements for high/very high physical effort	Carry very heavy items with the use of mechanical aids/Positioning/manoeuvring heavy paving stones; manual digging
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines; awareness of traffic and underground services hazards
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance and repair of external locations
Working Conditions	4	40	High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposed to adverse weather conditions; use of tools and equipment
Total		358/368		

Job Title Plasterer Chargehand**Job Statement**

Day to day supervision of a defined team, including allocation of work

To carry out plastering and tiling tasks, using a range of equipment

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of task, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of plastering and tiling techniques acquired through NVQ3 or equivalent qualification or practice
Mental Skills	3	39	Analytical and judgment skill; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, plasterers, work placements/
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for plastering and tiling tasks. Use of powered hand tools
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	3a	30	Ongoing considerable physical effort	Plastering surfaces with a range of equipment, requiring repetitive movements and stretching
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for plastering tasks for lengthy periods to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a plastering and tiling service to clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Plastering and tiling of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment ; exposure to dust
Total		433/469		

Job Title Plasterer, Experienced**Job Statement** To carry out plastering and tiling tasks, using a range of equipment

May supervise other staff

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of task, some of which relatively complex and of operation of associated tools and equipment	Knowledge of a range of plastering and tiling techniques acquired through qualification and/or experience or practice to NVQ3 level
Mental Skills	3	39	Analytical and judgment skill; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; training/motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified plasterers, work placements
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for plastering and tiling tasks. Use of powered hand tools
Initiative and Independence	3	39	Work within recognised procedures; respond independently to unexpected problems and situations	Use initiative to resolve problems independently
Physical Demands	3a	30	Ongoing considerable physical effort	Plastering surfaces with a range of equipment, requiring repetitive movements and stretching
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for plastering tasks for lengthy periods to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a plastering and tiling service to clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified plasterers or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Plastering and tiling of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment; exposure to dust
Total		407/430		

Job Title Plasterer, Newly Qualified
Job Statement To carry out general plastering tasks, wall and floor tiling.

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	2	40	Knowledge of procedures for a range of tasks and the operation of associated tools and equipment	Knowledge of a range of plastering and tiling techniques acquired through qualification and/or experience or practice equivalent to NVQ 2 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Decisions on plastering issues
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Hand/eye co-ordination and precision essential for plastering and tiling tasks. Use of powered hand tools
Initiative and Independence	2	26	Work from instructions, but making minor decisions using initiative	Work from plans or instructions; resolve straightforward problems within standard operating procedures
Physical Demands	3a	30	Ongoing considerable physical effort	Plaster surfaces, requiring repetitive movements and stretching
Mental Demands	3ad	30	Lengthy periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for plastering for lengthy periods to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a plastering and tiling service to clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Plaster and tile a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment; exposure to dust
Total		348/358		

Job Title Plumber Heating Engineer Chargehand**Job Statement**

Day to day supervision of a defined team, including allocation of work

To attend and make safe or complete repairs as directed including direct liaison with clients as required.

To carry out all diagnostic and/or pre-measuring of work

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	5	100	Theoretical plus practical and procedural knowledge in specialist area	Knowledge of gas and heating specialist areas, qualification and/or experience or practice plus additional technical experience. Gas Safe registered to work safely and legally on boilers, cookers, fires and all other gas appliances and have current ACS accreditation or equivalent. Equivalent to NVQ5 level
Mental Skills	4	52	Analyse and interpret complex information or situations and solve difficult problems or develop solutions/plans over the medium term	Assess and plan jobs. Identify and resolve complex problems, requiring diagnostic investigations to identify solutions to faults that are not readily apparent. This will require assessment and elimination of a number of potential sources in order to resolve the problem.
Interpersonal Skills	3bcd	39	Training /motivational skills in relation to other members of staff/Exchanging orally or in writing varied information with a range of audiences/Exercising advisory, guiding, negotiating or persuasive skills	Train/mentor apprentices, plumbing heating engineers, work placements/ Communicate with clients/customers, suppliers and others on operational issues
Physical Skills	4b	52	High demand for precision	Operate fine hand tools and equipment in a confined space; use of testing and setting equipment; very high levels of accuracy required
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; Organise own workload	Organise the workload of a team, take decisions independently
Physical Demands	2b/3b	20/30	Periodic requirement for considerable physical effort; awkward positions/very awkward positions	Work in constrained and awkward positions, such as under sinks, baths and roof spaces
Mental Demands	3c	30	Medium periods of concentrated mental attention; some work related pressure - deadlines	Concentration for carrying out detailed and precise tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2c	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to unpleasant working conditions such as toilets and drains and to hazards such as gas; use of tools and equipment; exposed to adverse weather conditions
Total		489/525		

Job Title Plumber, Experienced**Job Statement** To assess and carry out installations and repairs to properties

To liaise with tenants in respect of repairs to homes

May supervise other staff

May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	4	80	Practical and procedural knowledge across technical or specialist area	Knowledge of a broad range of plumbing techniques and tools and building regulations acquired through qualification and/or experience and practice equivalent to NVQ 3 level; plus additional technical experience equivalent to NVQ4 level
Mental Skills	3	39	Analytical and judgement skills; need to interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; Training /motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified bricklayers, work placements
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools and standard plumbing tools such as a pipe bending tool, wrenches, blowtorch and cutting tools
Initiative and Independence	3	39	Working with recognised procedures; may respond independently to unexpected problems and situations.	Use initiative to resolve problems independently.
Physical Demands	2b/3b	20/30	Periodic requirement for considerable physical effort; awkward positions/very awkward positions	Work in constrained and awkward positions, such as under sinks, baths and roof spaces
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified plumbers or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to unpleasant working conditions such as toilets and drains; use of tools and equipment; exposed to adverse weather conditions
Total		407/430		

Job Title Plumber, Newly Qualified
Job Statement` Carry out installations and repairs to properties

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some of which are relatively complex and of the operation of associated tools and equipment	Knowledge of a range of plumbing techniques and tools and building regulations, ability to read plans, acquired through qualification and/or experience or practice equivalent to NVQ3 level
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Identify safety issues; take decisions within set parameters
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools and standard plumbing tools such as a pipe bending tool, wrenches, blowtorch and cutting tools
Initiative and Independence	2	26	Work from instructions, but making minor decisions using initiative	Work from plans or instructions; resolve straightforward problems within standardised work practices and procedures.
Physical Demands	2b/3b	20/30	Periodic requirement for considerable physical effort; awkward positions/very awkward positions	Work in constrained and awkward positions, such as under sinks, baths and roof spaces
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe environmental service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3	30	Considerable exposure to disagreeable, unpleasant or hazardous environmental working conditions	Exposure to unpleasant working conditions such as toilets and drains; use of tools and equipment; exposed to adverse weather conditions
Total		348/358		

Job Title
Job Statement

Roofer Chargehand

Day to day supervision of a defined team, including allocation of work
To carry out the full range of roofing tasks including repair, installation, maintenance and adaptations
May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some relatively complex and of the operation of associated tools and equipment	Knowledge of a range of roofing techniques and tools and building regulations acquired through qualification, experience or practice equivalent to NVQ 3 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3cdb	39	Exchanging orally or in writing varied information with a range of audiences; exercising advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Communicate with clients/customers, suppliers and others on operational issues; train/mentor apprentices, roofers, work placements
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery. Use of a range of manual tools such as tile/slate cutters, nibblers, heating torches
Initiative and Independence	4	52	Work within recognised procedures, responding independently to unanticipated problems and situations; organise own workload	Organise the workload of a team; take decisions independently.
Physical Demands	3b	30	Some physical demand with periodic requirements for high physical effort	Carry tools, equipment to include heavy items such as timber, rolls of felt, slates and tiles,
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	2/3	26/39	Some/Considerable direct responsibility for supervision, direction, co-ordination or training of other employees	Advice, instruct, check work or train other staff/Supervise a team of staff involving the allocation and checking of work and direction of staff
Responsible for Financial Resources	1/2	13/26	Limited, or no, direct responsibility for financial resources/Accountable for small expenditures from agreed budget or equivalent income	Little or no responsibility for financial resources/May have responsibility for a trade payment card
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of buildings, may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, exposed to adverse weather conditions; use of tools and equipment. Use of chemicals.
Total		423/459		

Job Title
Job Statement

Roofer Experienced

To carry out the full range of roofing tasks including repair, installation, maintenance and adaptations
May supervise other staff
May also undertake additional basic associated trade tasks to complete work to required standard of finish

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	3	60	Knowledge of procedures for a range of tasks, some of which relatively complex and of operation of associated tools and equipment	Knowledge of a range of roofing techniques and tools and building regulations acquired through qualification, experience or practice equivalent to NVQ 3 level
Mental Skills	3	39	Analytical and judgement skills; interpret and solve varied problems or develop solutions/plans over the short term	Assess and plan jobs; identify and resolve practical problems
Interpersonal Skills	3db	39	Advisory, guiding, negotiating or persuasive skills; training /motivational skills in relation to other members of staff	Advise clients on a range of options/alternatives to complete the job to the required specification; may provide practical training/mentoring of apprentices, newly qualified roofers, work placements
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery. Use of a range of manual tools such as tile/slate cutters, nibblers, heating torches
Initiative and Independence	3	39	Work within recognised procedures; respond independently to unexpected problems and situations.	Use initiative to resolve problems independently
Physical Demands	3b	30	Some physical demand with periodic requirements for high physical effort	Carry tools, equipment to include heavy items such as timber, rolls of felt, slates and tiles,
Mental Demands	2ad	20	Medium periods of concentrated sensory attention; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe building service to customers and clients
Responsible for Supervision	1/2	13/26	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees/Some direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff/May supervise apprentices, newly qualified roofer or work placements
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of buildings, security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, exposed to adverse weather conditions; use of tools and equipment; use of chemicals.
Total		397/420		

Job Title **Roofer, Newly Qualified**
Job Statement To carry out appropriate installation and roof repairs

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	2	40	Knowledge of procedures for a range of task and the operation of associated tools and equipment	Knowledge of a range of roofing procedures, acquired through qualification and/or experience or practice equivalent to NVQ Level 2
Mental Skills	2	26	Judgement skills; some need to interpret and solve straightforward problems	Identify safety issues; interpret job instructions
Interpersonal Skills	2	26	Exchanging orally or in writing information to inform other staff or members of the public; some tact may be required.	Liaise with tenants, public, contractors and colleagues
Physical Skills	3b	39	Considerable demand for precision	Operate powered hand tools, light plant and machinery. Use of a range of manual tools such as tile/slate cutters, nibblers, heating torches
Initiative and Independence	2	26	Work from instructions, but making minor decisions using initiative; problems referred to supervisor/ manager, little close supervision	Work from plans or instructions; resolve straightforward problems within standardised work practices and procedures
Physical Demands	3b	30	Some physical demand with periodic requirements for high physical effort	Carry tools, equipment to include heavy items such as timber, rolls of felt, slates and tiles,
Mental Demands	2ad	20	Medium periods of concentrated sensory attention ; some work-related pressure - deadlines, interruptions or conflicting demands	Concentration for carrying out required tasks to deadlines
Emotional Demands	1	10	Minimal emotional demands	Little exposure to emotional demands
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a safe roofing maintenance service to customers and clients
Responsible for Supervision	1	13	Limited, or no, direct responsibility for supervision, direction, co-ordination or training of other employees	No responsibility for the supervision of other staff or contractors' staff
Responsible for Financial Resources	1	13	Limited, or no, direct responsibility for financial resources	Little or no responsibility for financial resources
Responsible for Physical Resources	3b	39	Considerable direct responsibility for cleaning, maintenance and repair of a range of equipment, buildings, external locations or equivalent	Maintenance of a range of buildings; may be responsible for the security of tools and equipment
Working Conditions	3/4	30/40	Considerable/High exposure to disagreeable, unpleasant or hazardous environmental working conditions	Work at heights, confined spaces, exposed to adverse weather conditions; use of tools and equipment; use of chemicals
Total		338/348		

Job Title **Team Leader**
Job Statement Plan and deliver a repairs and maintenance service
Manage a team of tradespeople

Factor	Level	Score	NJC Descriptor	Rationale
Knowledge	5	100	Theoretical plus practical and procedural knowledge in specialist area	Trade or trades specific knowledge, acquired through recognised professional qualification and experience of managing a team
Mental Skills	4	52	Analyse and interpret complex information or situations and solve difficult problems or develop solutions/plans over the medium term	Analyses and interprets information; produces solutions to a range of problems; skills for planning future maintenance work
Interpersonal Skills	4bcd	39	Developed training, developmental, leadership or motivational skills; exercising developed advisory, guiding, negotiating or persuasive skills; exchanging orally or in writing varied information with a range of audiences	Skills for motivating and developing staff; make presentations on future work plans
Physical Skills	2	26	Some demand for precision	Standard keyboard use
Initiative and Independence	5	65	Progressing a series of activities within recognised guidelines	Organising the workload of team or teams, allocating and re-allocating resources as required
Physical Demands	1	10	Limited requirements	Light physical effort
Mental Demands	4d	40	Lengthy periods of concentrated mental attention; high levels of work related pressure - deadlines	Concentration for development of work plans, budget reports and spreadsheets; conflicting deadlines where there is a continuing need to re-adjust priorities
Emotional Demands	1/2	10/20	Minimal/Occasional emotional demands	Little exposure to emotional demands/May deal with clients in an emotional state because of adaptation/repair issues
Responsible for People	2	26	Some direct impact on well-being of individual, or groups of, people	Provision of a repairs service to customers and clients
Responsible for Supervision	4	52	High direct responsibility for the supervision or management, direction, co-ordination or training/development of other employees	Day to day management of multi-trade team or teams
Responsible for Financial Resources	2c/3b	26/39	Accountable for small/considerable expenditures from agreed budget or equivalent income	Hold a delegated budget
Responsible for Physical Resources	3/4	39/52	Provide advice and guidance on the operation of established internal policy and procedures/Adaptation of internal policies and procedures to meet operational demands; Shared responsibility for the development of policies and procedures.	Provide advice on the operation of the repairs and maintenance service; manage property maintenance service./Develop policies in relation to the delivery of the service
Working Conditions	2	20	Some exposure to disagreeable, unpleasant or hazardous environmental working conditions	Site visits
Total		505/541		